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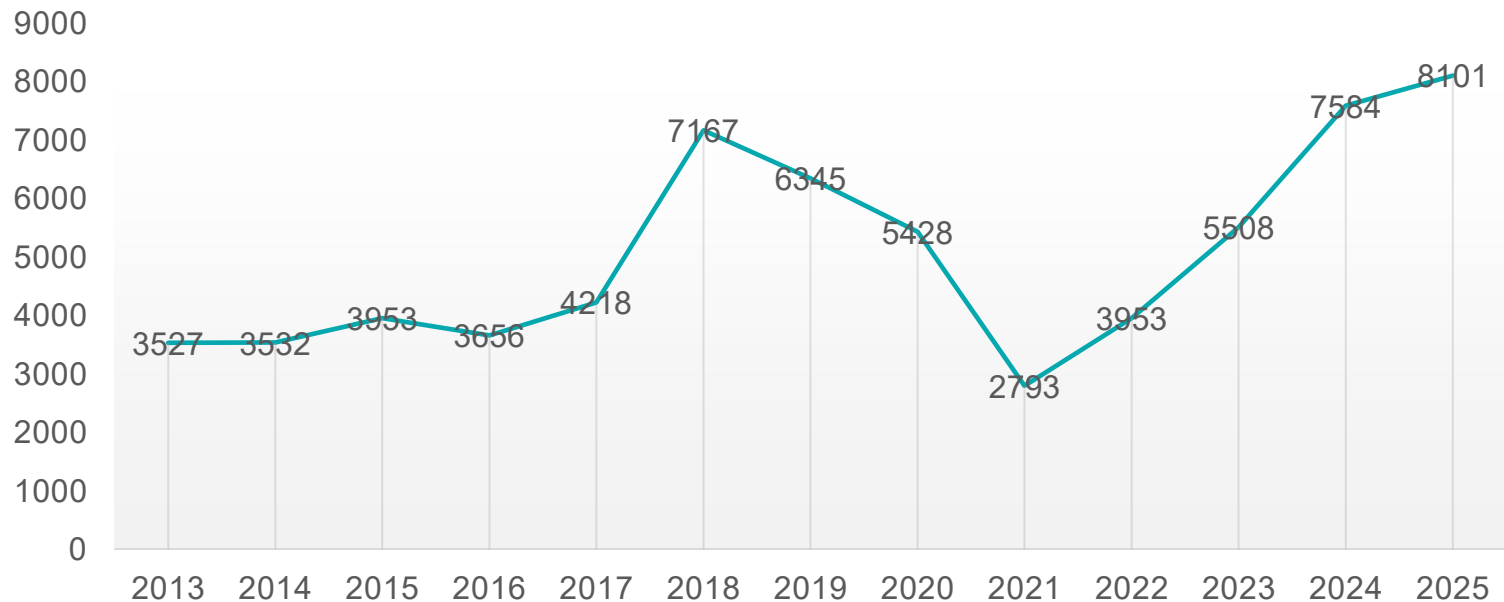
Federal Department of the Environment, Transport,
Energy and Communications DETEC
Federal Office of Civil Aviation FOCA
Aviation Policy and Strategy

Enforcing Air Passenger Rights in Switzerland - Facts and Figures

8 October 2026 / Katharina Probst, Head Air Passenger Rights Unit FOCA



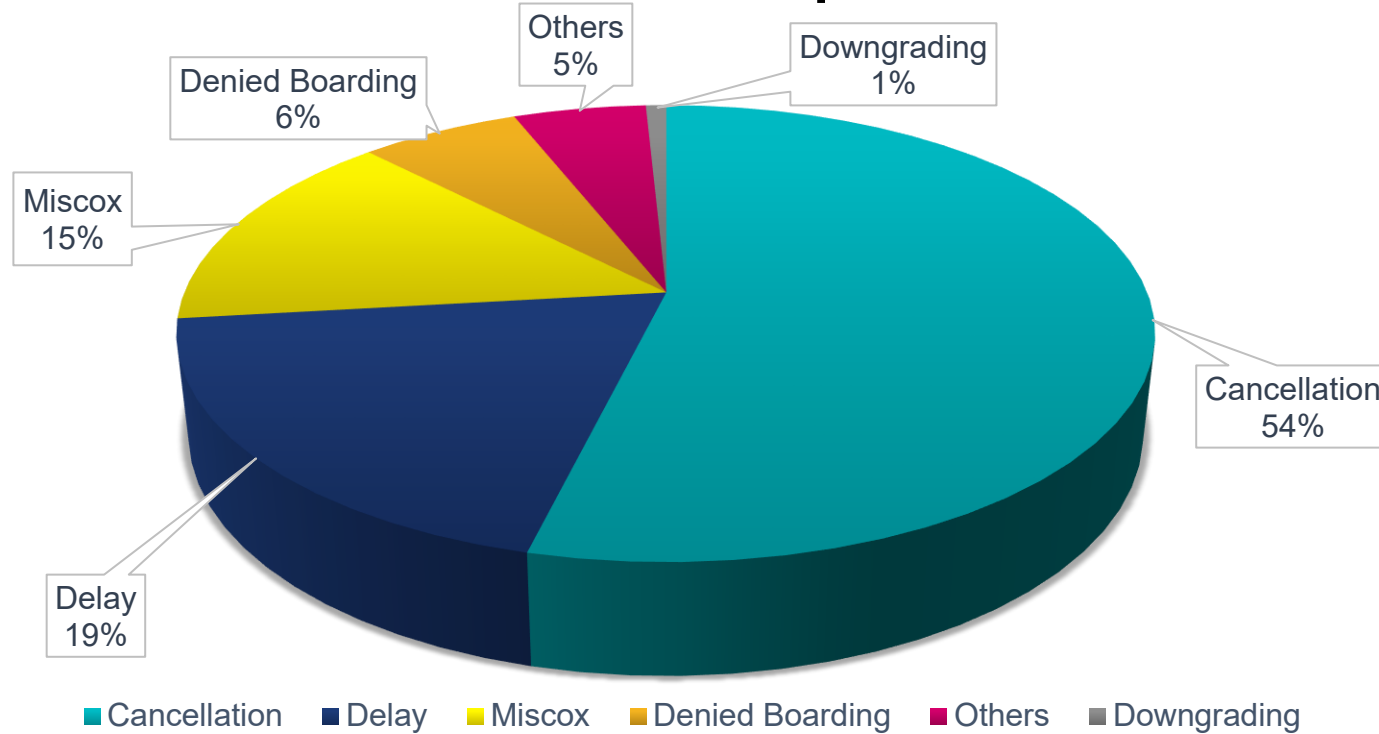
Regulation 261/2004 - Statistics 2013-2025





Statistics 2025 – Total cases: 8101

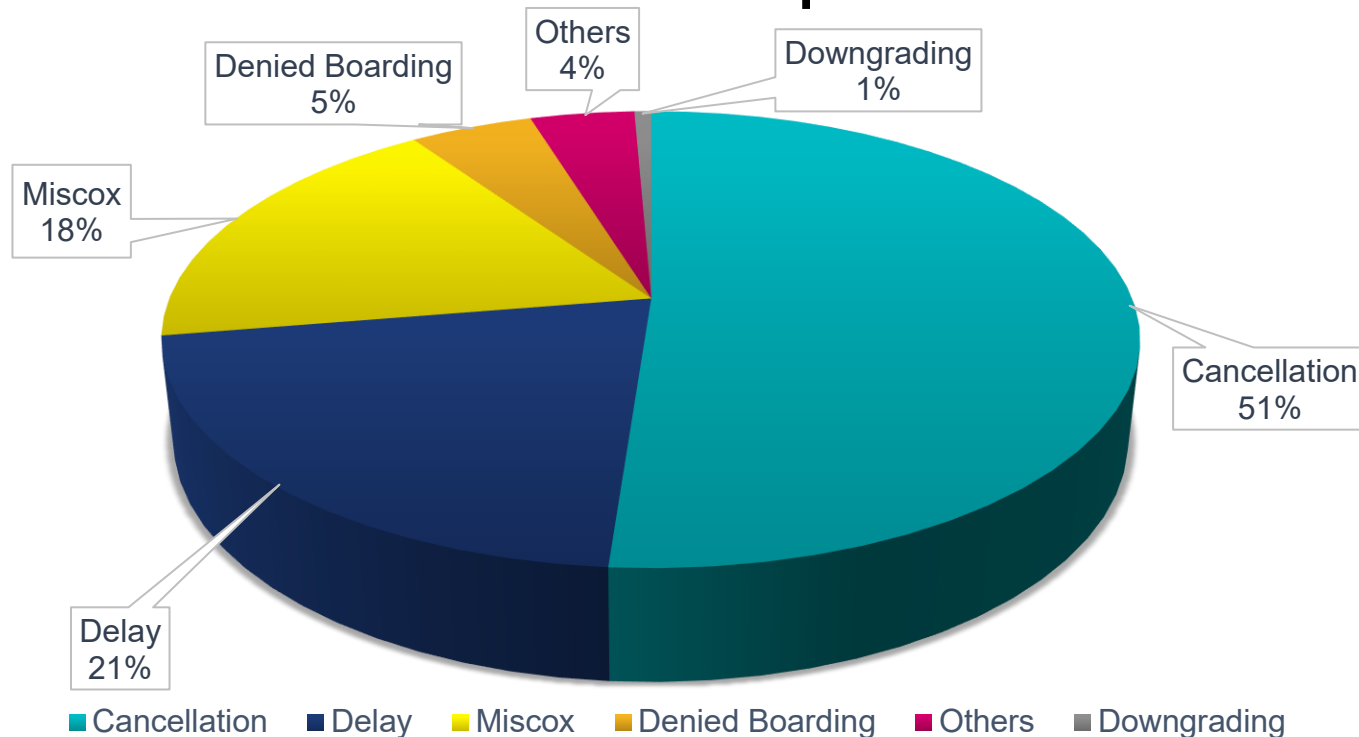
Reason for complaint





Statistics 2026 (Jan-Sept) – Total cases: 9639

Reason for complaint





Regulation 261/2004

- Huge increase of reports concerning Regulation 261/2004 to FOCA
- The reports at the end of September 2026 outnumber the reports at the end of December 2025: 9'639
- External (non-operational) reasons:
 - weather (heavy thunderstorms)
 - Middle East conflict
 - Air Traffic Control (restrictions, system failures, staff strikes)
- Offer of alternative flights (Art. 8.1.b.)



Regulation 1107/2006 - Reasons for complaints

2025

- 23 reports, incl.:
 - Transport of wheelchairs: limitations on built-in batteries
 - Security: inappropriate treatment
 - Assistance service: inappropriate treatment of a blind person

- General requests related to:
 - Limitations on the number of passengers with reduced mobility applied by air carriers
 - Transport of batteries (new policy)
 - MEDA code



Regulation 1107/2006 - Reasons for complaints

2026

- 32 reports, incl.:
 - Denied boarding due to the absence of an accompanying person
 - Rebooking of a passenger in a wheelchair refused by the air carrier
 - Damaged wheelchair
 - Wheelchair limitations (dimensions, weight)
 - Refusal by an air carrier to transport an assistance dog in the cabin due to the PRM not carrying a muzzle with them
 - Medical equipment
- General requests related to:
 - Transport of batteries
 - Wheelchairs



Regulation 1107/2006 and ECAC Doc 30

Monitoring activities – Audits and Inspections

2025

- Annual audits in GVA and ZRH
- Triennial audits in BRN, ACH and SIR
- Participation of FOCA in ECAC QAP Airport Vilnius
- Audits of 3 Swiss air carriers

2026

- Monitoring of initial training provided by an assistance service provider
- Annual audits in GVA and ZRH
- Audits of 3 Swiss air carriers



Regulation 1107/2006 - Other initiatives

- Accessible infrastructure at Swiss airports: ongoing
- Sunflower Lanyard initiative:
 - GVA, ZRH and BSL airports; Swiss and Edelweiss joining
- DACH initiative: training of travel agents to improve pre-notification rate of PRM
- Initiatives at ECAC (ECAC Doc 30) and ICAO (working group Accessibility in Aviation)
 - ⇒ 2nd Joint ICAO/ACI/IATA Symposium on Accessibility in International Civil Aviation, Montreal 14 / 15 October 2026



Air Passenger Rights Unit FOCA

Thank you for your attention!

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